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L1	21	shar$4 with ((user or client or customer or consumer) adj2 profile) with (server$3 or provider$3 or (third adj party)) and (customi$6 or modify$5) with (respons$4 or output or result$2)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:38
L2	3	personaliz$4 with (content$2 or result$2 or output$2 or respons$2) with (user adj information) and shar$4 with ((user or client or customer or consumer) adj2 profile) with (server$3 or provider$3 or (third adj party))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L3	7087	707/3.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L4	6097	707/10.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L5	2524	707/101.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L6	1058	707/8.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L7	0	1 and 3	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L8	1	1 and 4	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L9	0	1 and 5	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L10	0	1 and 6	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42

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L11	19	shar$4 with ((user or client or customer or consumer) adj2 profile) with (server$3 or provider$3 or (third adj party)) and personaliz$4 with (content$2 or result$2 or output$2 or respons$2)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L12	2	3 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L13	4	4 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L14	0	5 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L15	0	6 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L16	1766	709/245.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L17	1583	709/246.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L18	0	11 and 16	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L19	0	11 and 17	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L20	104	((user or client or customer or consumer) adj profile) same database same provide$4 same (application or software) and @ay<="2001"	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52
L21	1557	707/9.ccls.	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52

L22	181	717/121.ccls.	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52
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3 April 1996 Page(s):11/1 - 11/9
AbstractPlus | Full Text: PDF(588 KB)   **IEE CNF**

☐ 2. **A user adaptable user interface model to support ubiquitous user access applications**
Davis, J.; Tierney, A.; Chang, E.;
Computer Software and Applications Conference, 2005. COMPSAC 2005. 29tl
International
Volume 1, 26-28 July 2005 Page(s):351 - 358 Vol. 2
Digital Object Identifier 10.1109/COMPSAC.2005.37
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☐ 3. **An analysis of online customer complaints: implications for Web complai**
Yooncheong Cho; Il Im; Hiltz, R.; Fjermestad, J.;
System Sciences, 2002. HICSS. Proceedings of the 35th Annual Hawaii Intern
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☐ 4. **Capability based admission control for broadband CDMA networks**
Dongxu Shen; Chuanyi Ji;
Vehicular Technology Conference, 2001. VTC 2001 Fall. IEEE VTS 54th
Volume 1, 2001 Page(s):202 - 206 vol.1
Digital Object Identifier 10.1109/VTC.2001.956586
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☐ 5. **Data mining for customer load profile analysis**
Kitayama, M.; Matsubara, R.; Izui, Y.;
Transmission and Distribution Conference and Exhibition 2002: Asia Pacific. IE
Volume 1, 6-10 Oct. 2002 Page(s):654 - 655 vol.1
Digital Object Identifier 10.1109/TDC.2002.1178509

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☐   2. **A user adaptable user interface model to support ubiquitous user access applications**
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Computer Software and Applications Conference, 2005. COMPSAC 2005. 29tl
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Volume 1, 26-28 July 2005 Page(s):351 - 358 Vol. 2
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Digital Object Identifier 10.1109/VTC.2001.956586

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Transmission and Distribution Conference and Exhibition 2002: Asia Pacific. IE
Volume 1, 6-10 Oct. 2002 Page(s):654 - 655 vol.1
Digital Object Identifier 10.1109/TDC.2002.1178509

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The Software Project Manager's
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by Phillips, D.;
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☐ **1. Scalable Web server architectures**
Mourad, A.; Huiqun Liu;
Computers and Communications, 1997. Proceedings., Second IEEE Symposiu
1-3 July 1997 Page(s):12 - 16
Digital Object Identifier 10.1109/ISCC.1997.615963

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☐ **3. A multiserver queue with narrow- and wide-band customers and wide-bar
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De Serres, Y.; Mason, L.G.;
Communications, IEEE Transactions on
Volume 36, Issue 6, June 1988 Page(s):675 - 684
Digital Object Identifier 10.1109/26.2787

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☐ **4. Data mining for customer load profile analysis**
Kitayama, M.; Matsubara, R.; Izui, Y.;
Transmission and Distribution Conference and Exhibition 2002: Asia Pacific. IE
Volume 1, 6-10 Oct. 2002 Page(s):654 - 655 vol.1
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☐ **5. Buffer management and dimensioning for a pull-based parallel video sen**
Lee, J.Y.B.;
Circuits and Systems for Video Technology, IEEE Transactions on
Volume 11, Issue 4, April 2001 Page(s):485 - 496
Digital Object Identifier 10.1109/76.915355

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Distributing users with profile and buffer constraint in ent systems

Ping-Ho Ting   Kuan-Ching Li   Ping-Yu Hsu   Chun-Chung Wei   Hsiang-Kai Liao
Dept. of Hospitality Manage., Tunghai Univ., Taiwan

Abstract
As enterprises worldwide race to embrace real-time management to improve productivity, and flexibility, large amount of resources have been invested in enterprise systems (ESs). feature of these modern systems, they utilize a n-tier client-**server** architecture that includ application **servers** to serve **users** and host applications. The load and **user** distributions issue in performance tuning of these enterprise systems, as any other multi-**server** enviro proposes an algorithm to distribute **users** by evoking similar transactions to same **servers** buffer sizes. The number of transactions can be hosted in each **server** is constrained by tl multiplied by a factor specified by system administrators. Based on **user profiles**, the algc suggestions of **user** distributions, the number of **servers** needed, and similar **user** reques addition, it discusses how to apply the knowledge of existing **user** patterns to distribute ne have enough entries in the **profile** and have no distribution suggestion during run-time.

Index Terms
Inspec

Controlled Indexing
business communication   client-**server** systems   **customer** services   open syst time systems   resource allocation

Non-controlled Indexing
buffer constraint   **customer** service   enterprise system   flexibility   n-tier client-s architecture   productivity   real-time management   system administrator

Author Keywords
Buffer Constraint   Clustering   Enterprise Systems   Load Balancing   **User Distribution**

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Customer relationship management in e-commerce: the c: solution

·Ohaegbu, K. Devgan, S.S.
Dept. of Electr. & Comput. Eng., Tennessee State Univ., Nashville, TN, USA;

Abstract

E-commerce is not just the transaction, it is also the **customer** service. The advent of inte
has without doubt made buying and selling on the Web successful. However, it continues
personal contact with the **customer**, which is essential in building and sustaining custom‹
the Internet. "Real-time" text communication currently used by some companies lacks the
combination that is needed to fill this communication gap. According to Forrester Researcl
users actually read the web page word by word. 67% of on-line consumers follow it to the
not complete a transaction. In response to this problem, this research entails developing a
that will enable a Web **customer** to click and talk to a sales representative in real-time an‹
and the **profile** of the sales representative. In this research, a web **user** initiates a WebCli
representative) request, that passes through the Internet and the Web **server** notifies our
incoming call. The **server** in turn notifies the sales representative's computer by generatin
showing the particular page the **customer** was browsing at the time the call was initiated.
representative can now speak with the web **user** or route the call to another sales represe
research was limited to voice only

Index Terms
Inspec

  Controlled Indexing
  Internet telephony   electronic commerce   information resources

  Non-controlled Indexing
  WebClick   call center   **customer** relationship management   interactive e-comme
  representative   sales representative   software interface

Author Keywords
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☐   1. **Distributing users with profile and buffer constraint in enterprise system:**
Ping-Ho Ting; Kuan-Ching Li; Ping-Yu Hsu; Chun-Chung Wei; Hsiang-Kai Liao
Advanced Information Networking and Applications, 2006. AINA 2006. 20th Int
Conference on
Volume 2, 18-20 April 2006 Page(s):5 pp.
Digital Object Identifier 10.1109/AINA.2006.152

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☐   2. **Customer relationship management in e-commerce: the call center soluti**
Ohaegbu, K.; Devgan, S.S.;
Southeastcon 2000. Proceedings of the IEEE
7-9 April 2000 Page(s):391 - 394
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☐   3. **Customer service [in e-business]**
Auguste, D.M.;
Internet Computing, IEEE
Volume 5, Issue 5, Sept.-Oct. 2001 Page(s):90 - 91
Digital Object Identifier 10.1109/4236.957900

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☐   4. **Customisable off-line Web browsing with mobile software agents**
Yew, A.; Pavlou, G.;
Service Portability and Virtual Customer Environments, 2000 IEEE
1 Dec. 2000 Page(s):102 - 108
Digital Object Identifier 10.1109/SPVCE.2000.934168

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☐   5. **End customer control in the intelligent network**
Nichols, J.M.; Yakoob, N.A.; Baumgartner, T.J.;
Intelligent Network Workshop, 1996. IN '96., IEEE
21-24 April 1996
Digital Object Identifier 10.1109/INW.1996.539594

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Personalized search based on user search histories

Speretta, M.   Gauch, S.
Electr. Eng. & Comput. Sci., Kansas Univ., Lawrence, KS, USA

Abstract
User profiles, descriptions of **user** interests, can be used by search engines to provide p‹
results. Many approaches to creating **user profiles** collect **user** information through proxy
browsing histories) or desktop bots (to capture activities on a personal computer). Both th‹
require participation of the **user** to install the proxy **server** or the bot. In this study, we exp
less-invasive means of gathering **user** information for personalized search. In particular, w
based on activity at the search site itself and study the use of these **profiles** to provide pe
results. By implementing a wrapper around the Google search engine, we were able to co
about individual **user** search activities. In particular, we collected the queries for which at I
result was examined, and the snippets (titles and summaries) for each examined result. U
created by classifying the collected information (queries or snippets) into concepts in a ref
hierarchy. These **profiles** were then used to re-rank the search results and the rank-order
examined results before and after re-ranking were compared. Our study found that **user** p
queries were as effective as those based on snippets. We also found that our personalize‹
in a 34% improvement in the rankorder of the user-selected results.

Index Terms
Inspec
    Controlled Indexing
    Internet   query formulation   search engines

    Non-controlled Indexing
    Google Web wrapper browsing history desktop bot personalized search pro
    reference concept hierarchy search engine **user profile** user search history
Author Keywords
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Personalized content delivery to mobile devices

Dongsong Zhang   Shijagurumayum, S.
Maryland Univ., Baltimore, MD, USA

Abstract
Mobile computing has become an interesting field of research due to the advancement of
With the rapidly increasing bandwidth of wireless networks and demand of acquiring inforr
anywhere, delivering content to mobile devices in an effective, efficient, and personalized
recognized as one of the important capabilities for enabling information-on-demand. In thi:
of '**user profile**' is used for delivering customized content to mobile users. The **user profil**
application **server**, which includes **users'** information interests, properties of mobile devic
preferences. When a wireless application receives an information request from a mobile u
relevant content from either company databases or other sources including the Internet be
specified by the **user**, customizes it based on **users'** preferences and network condition, a
user. In other cases, a wireless application may automatically multicast certain informatior
who share the common interest via the 'push' technology. This study aims to explore effec
delivery of personalized content to mobile devices under the restrictions imposed by wirel
mobile devices.

Index Terms
Inspec
Controlled Indexing
Internet mobile computing mobile radio multicast communication multimedia radio networks

Non-controlled Indexing
Internet application **server** databases mobile computing mobile devices per content delivery **user profile** wireless application wireless networks wireless

Author Keywords
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Helmy, T.; Mine, T.; Amamiya, M.;
Database and Expert Systems Applications, 2000. Proceedings. 11th Internatic
4-8 Sept. 2000 Page(s):120 - 124
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Speretta, M.; Gauch, S.;
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Dongsong Zhang; Shijagurumayum, S.;
Systems, Man and Cybernetics, 2003. IEEE International Conference on
Volume 3, 5-8 Oct. 2003 Page(s):2533 - 2538 vol.3

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☐   5. **MPEG-7 MDS-Based Application Specific Metadata Model for Personalize Access in a DTV Broadcast Environment**
Tsekeridou, S.;
Multimedia and Expo, 2005. ICME 2005. IEEE International Conference on
6-8 July 2005 Page(s):856 - 859
Digital Object Identifier 10.1109/ICME.2005.1521558

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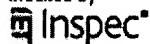| **IEEE JNL** | IEEE Journal or Magazine |
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Supporting global user profiles through trusted authorities

Author   Ibrahim Cingil Turkiye Is Bankasi, Head Office, Istanbul, Turkey

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↑ ABSTRACT

Personalization generally refers to making a Web site more responsive to the unique and individual needs of each user. We argue that for personalization to work effectively, detailed and interoperable user profiles should be globally available for authorized sites, and these profiles should dynamically reflect the changes in user interests.Creating user profiles from user click-stream data seems to be an effective way of generating detailed and dynamic user profiles. However a user profile generated in this way is available only on the computer where the user accesses his browser, and is inaccessable when the same user works on a different computer. On the other hand, the integration of Internet with telecommunication networks have made it possible for the users to connect to Web with a variety of mobile devices as well as desk tops. This requires that user profiles should be available to any desktop or mobile device on the Internet that users choose to work with.In this paper, we address these problems through the concept of "Trusted Authority". A user agent at the client side that captures the user click stream, dynamically generates a navigational history 'log' file in Extensible Markup Language (XML). This log files is then used to produce the 'user profiles' in Resource Description Framework (RDF). User's right to privacy is provided through the Platform for Privacy Preferences (P3P) standard. User profiles are uploaded to the trusted authority and served next time the user connects to the Web.The trusted authority concept, serving as a namespace qualifier, provides globally unique userid/password identification for users. Furthermore user profiles dynamically reflect the changes in their interests since the data generated while they are surfing the Web contribute to their profile. Also since the user profiles are defined in RDF, they are interoperable and available to any type of authorized device on the Internet.

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Peter Bodorik , Dawn Jutla, Architecture for user-controlled e-privacy, Proceedings of the 2003 ACM symposium on Applied computing, March 09-12, 2003, Melbourne, Florida

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- An intelligent component database for behavioral synthesis **Proceedings of the 27th ACM/IEEE conference on Design automation**
  Gwo-Dong Chen , Daniel D. Gajski

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SHOCK: communicating with computational messages and automatic private profiles

Full text   Pdf (694 KB)

Authors   Rajan M. Lukose   Information Dynamics Lab, HP Laboratories, Palo Alto, CA
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↑ ABSTRACT

A computationally enhanced message contains some embedded programmatic components that are interpreted and executed automatically upon receipt. Unlike ordinary text email or instant messages, they make possible a number of useful applications. In this paper, we describe a general and flexible messaging system called SHOCK that extends the functionality of prior computational email systems by allowing XML-encoded SHOCK messages to interact with an automatically created profile of a user. These profiles consist of information about the most common tasks users perform, such as their Web browsing behavior, their conventional email usage, etc. Since users are sensitive about such data, the system is designed with privacy as a central design goal, and employs a distributed peer-to-peer architecture to achieve it. The system is largely implemented with commodity Web technologies and provides both a Web interface as well as one that is tightly integrated with users ordinary email clients. With SHOCK, users can send highly targeted messages without violating others privacy, and engage in structured conversation appropriate to the context without disrupting their existing work practices. We describe our implementation in detail, the most useful novel applications of the system, and our experiences with the system in a pilot field test.

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↑ INDEX TERMS

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General Terms:
Design, Economics, Human Factors

Keywords:
collaborative systems, networking and distributed web applications, privacy and preferences

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Ibrahim Cingil
March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1
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> Personalization generally refers to making a Web site more responsive to the unique and individual needs of each user. We argue that for personalization to work effectively, detailed and interoperable user profiles should be globally available for authorized sites, and these profiles should dynamically reflect the changes in user interests.Creating user profiles from user click-stream data seems to be an effective way of generating detailed and dynamic user profiles. However a user profile gener ...

2 **FieldWise: a mobile knowledge management architecture**   ■
Henrik Fagrell, Kerstin Forsberg, Johan Sanneblad
December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**
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> The paper presents results of a research project that has aimed at developing a knowledge management architecture for mobile work domains. The architecture developed, called FieldWise, was based on fieldwork in two organisations and feedback from users of prototype systems. This paper describes the empirically grounded requirements of FieldWise, how these have been realised in the architecture, and how the architecture has been implemented in the news journalism domain. FieldWise adds to th ...

> **Keywords**: hand-held devices, knowledge management, mobile CSCW, organisational memory

3 **Supporting activities: Proactive support for the organization of shared workspaces using activity patterns and content analysis**   ■
Wolfgang Prinz, Baber Zaman
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March 1992 **ACM SIGARCH Computer Architecture News**, Volume 20 Issue 1
Publisher: ACM Press
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We present the Stanford Parallel Applications for Shared-Memory (SPLASH), a set of
parallel applications for use in the design and evaluation of shared-memory
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serve as a well-documented and consistent basis for evaluation studies. We describe the
applications currently in the suite in detail, discuss some of their important
characteristics, and explore their behavior by running them on a real multiprocess ...

2 The integration of application and system based metrics in a parallel program   ■
performance tool
Jeffrey K. Hollingsworth, R. Bruce Irvin, Barton P. Miller
April 1991 **ACM SIGPLAN Notices , Proceedings of the third ACM SIGPLAN symposium
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3 Profiling Java applications using code hotswapping and dynamic call graph revelation ■
Mikhail Dmitriev
January 2004 **ACM SIGSOFT Software Engineering Notes , Proceedings of the 4th
international workshop on Software and performance WOSP '04**, Volume
29 Issue 1
Publisher: ACM Press
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Instrumentation-based profiling has many advantages and one serious disadvantage:
usually high performance overhead. This overhead can be substantially reduced if only a
small part of the target application (for example, one that has previously been identified
as a performance bottleneck) is instrumented, while the rest of the application code
continues to run at full speed. The value of such a profiling technology would increase
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1 Shared-memory performance profiling   ■
Zhichen Xu, James R. Larus, Barton P. Miller
June 1997 **ACM SIGPLAN Notices , Proceedings of the sixth ACM SIGPLAN symposium on Principles and practice of parallel programming PPOPP '97**, Volume 32 Issue 7
Publisher: ACM Press

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This paper describes a new approach to finding performance bottlenecks in shared-memory parallel programs and its embodiment in the Paradyn Parallel Performance Tools running with the Blizzard fine-grain distributed shared memory system. This approach exploits the underlying system's cache coherence protocol to detect data sharing patterns that indicate potential performance bottlenecks and presents performance measurements in a data-centric manner. As a demonstration, Parodyn helped us improve ...

2 Session 6: threads: TAPE: a transactional application profiling environment   ■
Hassan Chafi, Chi Cao Minh, Austen McDonald, Brian D. Carlstrom, JaeWoong Chung, Lance Hammond, Christos Kozyrakis, Kunle Olukotun
June 2005 **Proceedings of the 19th annual international conference on Supercomputing ICS '05**
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Transactional Coherence and Consistency (TCC) provides a new parallel programming model that uses transactions as the basic unit of parallel work and communication. TCC simplifies the development of correct parallel code because hardware provides transaction atomicity and ordering. Nevertheless, the programmer or a dynamic compiler must still optimize the parallel code for performance. This paper presents TAPE, a hardware and software infrastructure for profiling in TCC systems. TAPE extends the ...

3 SPLASH: Stanford parallel applications for shared-memory   ■
Jaswinder Pal Singh, Wolf-Dietrich Weber, Anoop Gupta
March 1992 **ACM SIGARCH Computer Architecture News**, Volume 20 Issue 1
Publisher: ACM Press
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We present the Stanford Parallel Applications for Shared-Memory (SPLASH), a set of parallel applications for use in the design and evaluation of shared-memory

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◆ shared hosting platforms
Bhuvan Urgaonkar, Prashant Shenoy, Timothy Roscoe
December 2002 **ACM SIGOPS Operating Systems Review**, Volume 36 Issue SI
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> In this paper, we present techniques for provisioning CPU and network resources in
> shared hosting platforms running potentially antagonistic third-party applications. The
> primary contribution of our work is to demonstrate the feasibility and benefits of
> overbooking resources in shared platforms, to maximize the platform yield: the revenue
> generated by the available resources. We do this by first deriving an accurate estimate of
> application resource needs by profiling applications on dedicated no ...

2 Ubiquitous WWW: Profiles for the situated web   ▬
◆ Lalitha Suryanarayana, Johan Hjelm
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> The World Wide Web is evolving into a medium that will soon make it possible for
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> application is one that renders the user with an experience (content, interaction and
> presentation) that is so tailored to his/her current situation. This requires the facts and
> opinions regarding the context to be communicated to the server by means of a profile,
> which is then applied against the description of the application o ...

> **Keywords**: CC/PP, XML, profiles, situated-aware applications, vocabulary, web
> architecture

3 Wireless amd Mobile Networks Performance: Supporting diverse mobile applications ◼
◆ with client profiles
Laura Bright, Samrat Bhattacharjee, Louiqa Raschid
September 2002 **Proceedings of the 5th ACM international workshop on Wireless
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1 Data management issues in electronic commerce: Supporting global user profiles through trusted authorities
Ibrahim Cingil
March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1
Publisher: ACM Press
Full text available: 📄 pdf(497.02 KB)   Additional Information: full citation, abstract, references, citings

> Personalization generally refers to making a Web site more responsive to the unique and individual needs of each user. We argue that for personalization to work effectively, detailed and interoperable user profiles should be globally available for authorized sites, and these profiles should dynamically reflect the changes in user interests.Creating user profiles from user click-stream data seems to be an effective way of generating detailed and dynamic user profiles. However a user profile gener ...

2 FieldWise: a mobile knowledge management architecture
Henrik Fagrell, Kerstin Forsberg, Johan Sanneblad
December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**
Publisher: ACM Press
Full text available: 📄 pdf(470.03 KB)   Additional Information: full citation, abstract, references, citings, index terms

> The paper presents results of a research project that has aimed at developing a knowledge management architecture for mobile work domains. The architecture developed, called FieldWise, was based on fieldwork in two organisations and feedback from users of prototype systems. This paper describes the empirically grounded requirements of FieldWise, how these have been realised in the architecture, and how the architecture has been implemented in the news journalism domain. FieldWise adds to th ...

> **Keywords**: hand-held devices, knowledge management, mobile CSCW, organisational memory

3 Supporting activities: Proactive support for the organization of shared workspaces using activity patterns and content analysis
Wolfgang Prinz, Baber Zaman
November 2005 **Proceedings of the 2005 international ACM SIGGROUP conference on**